

Date of Incident	04-19-2021
Prepared By	Laura Reed
Reviewed By	Incident Report was reviewed by John Samuel on 04-20-2021 at 09:24 AM.
Property	York House (South)
Time of Incident	03:00:00
Location of Incident	York House Dining Room

Description of Incident
On Monday April 19th, at approximately 3pm we had a leak reported in the dining room. Upon inspection, a drain pipe from a second floor apartments bathroom burst. (See pictures). Apparently, the resident drained a full tub and the water leaked and run to the floor below. The water flowed into the dining room ceiling panels, into the wall between the dining room and the resident's store. The manager called Cleantech. Cleantech cleaned up the water and the removed the water in the wall. Cuts were made in the stores wall. Hoses from air movers were placed into the walls and at the carpet. The air movers will need to be working for at least 24 hours. The pipe was replaced by Shawn, the maintenance tech. There were no witnesses; the water leak was discovered by a resident in the dining room area. The front desk was called and Shawn was called. Once Shawn evaluated the situation, he called the manager. The manager called Cleantech to do the water cleanup. Laura Reed, York House South Community Manager
Corrective action taken at the time of the incident
The leak was stopped: Cleantech was called and the Maintenance Team fixed the pipe.
What we have done related to Customer Service and helping the resident, if anything?
Witnesses names and phone number
Laura Reed 2153293595
Is criminal activity involved
No
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
No
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No

